

# New Directions



Published For ADHS Employees

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**Katrina Meyn Shawver** pulls out ceiling cables to connect equipment during NBI training session.

## ADHS supports word processing

The future is here! Are you tired of making document revisions? Do you need a 4-function calculator, a pre-printed form, or instant mailing labels? Is spelling not your favorite thing? Do you have an urgent message for another division, or perhaps the EPA in San Francisco?

Look around and head for the nearest word processor. It can do all these things and more, according to Katrina Meyn Shawver, who coordinates the activities connected with the department's NBI word processing network.

The department encourages staff to use and understand the system. Shawver serves as a consultant and technical resource to staff in use of the NBI system, and as liaison with the vendor, Hughes-Calihan, (her former employer). She also conducts or coordinates training and review classes for NBI operators and produces a monthly operators' newsletter through the NBI electronic mail system.

(Continued on page three)

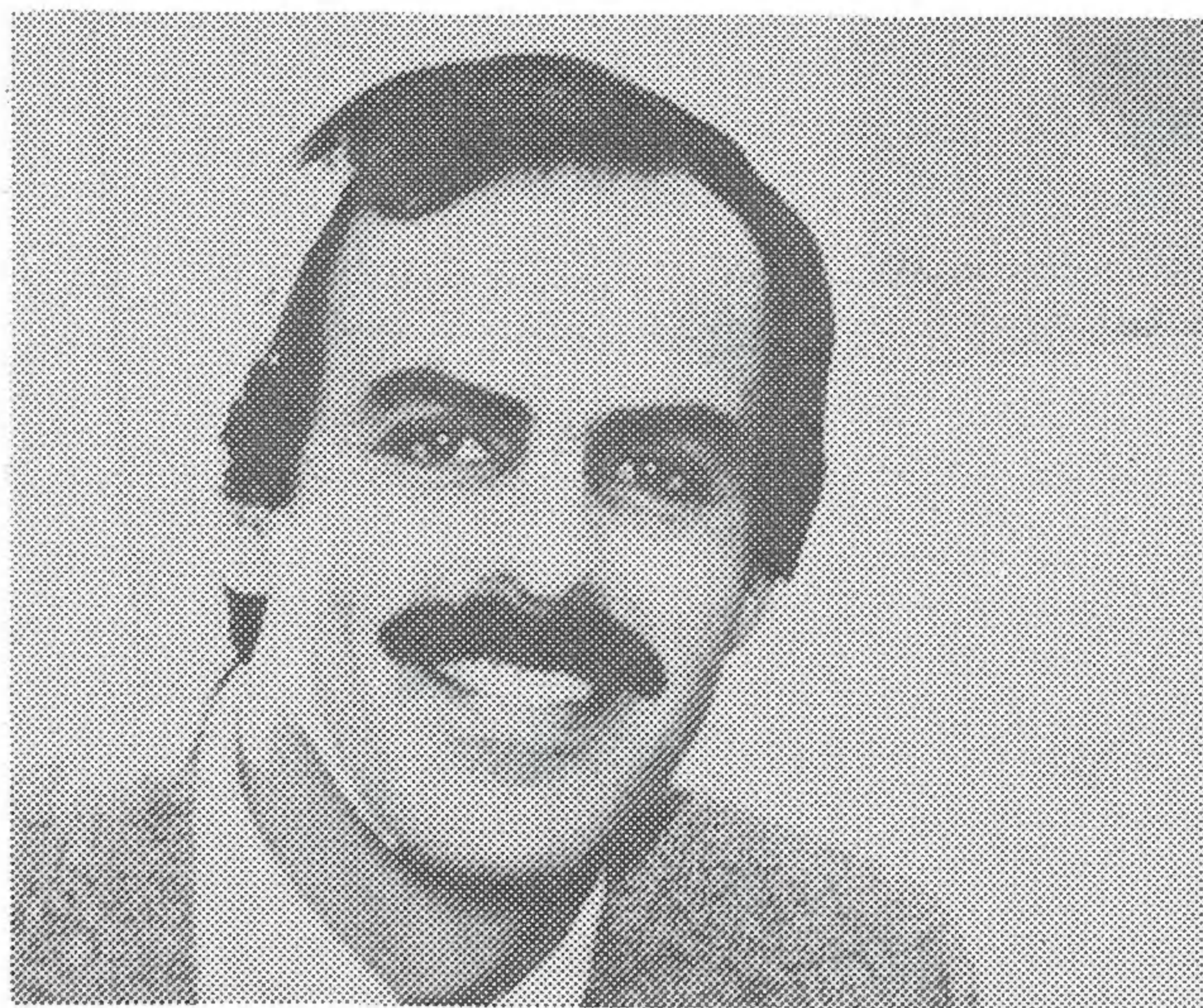
## Message from the Director . . .

As we look forward to a new year, we must renew our commitment to providing quality public health services to the residents of Arizona.

In an agency this large, we can often get bogged down in bureaucratic procedures and regulations. We cannot let this deter us from our mission to protect the public health and safety.

The challenge of our jobs is being able to effectively administer programs for the people we serve. We can take pride in our efforts to meet the growing public health demands of our state. But we must continue to be creative and to find new ways of being more effective. As partners, we can confront the public health issues facing Arizona in a way that will meet the growing needs of the people we serve.

—Lloyd Novick, M.D.



Office of Real Property and Procurement.

The department's request for a "structure containing a gross area of at least 249,000 square feet" has been tentatively approved by the Department of Administration, Maxwell said, and an architect has already been retained.

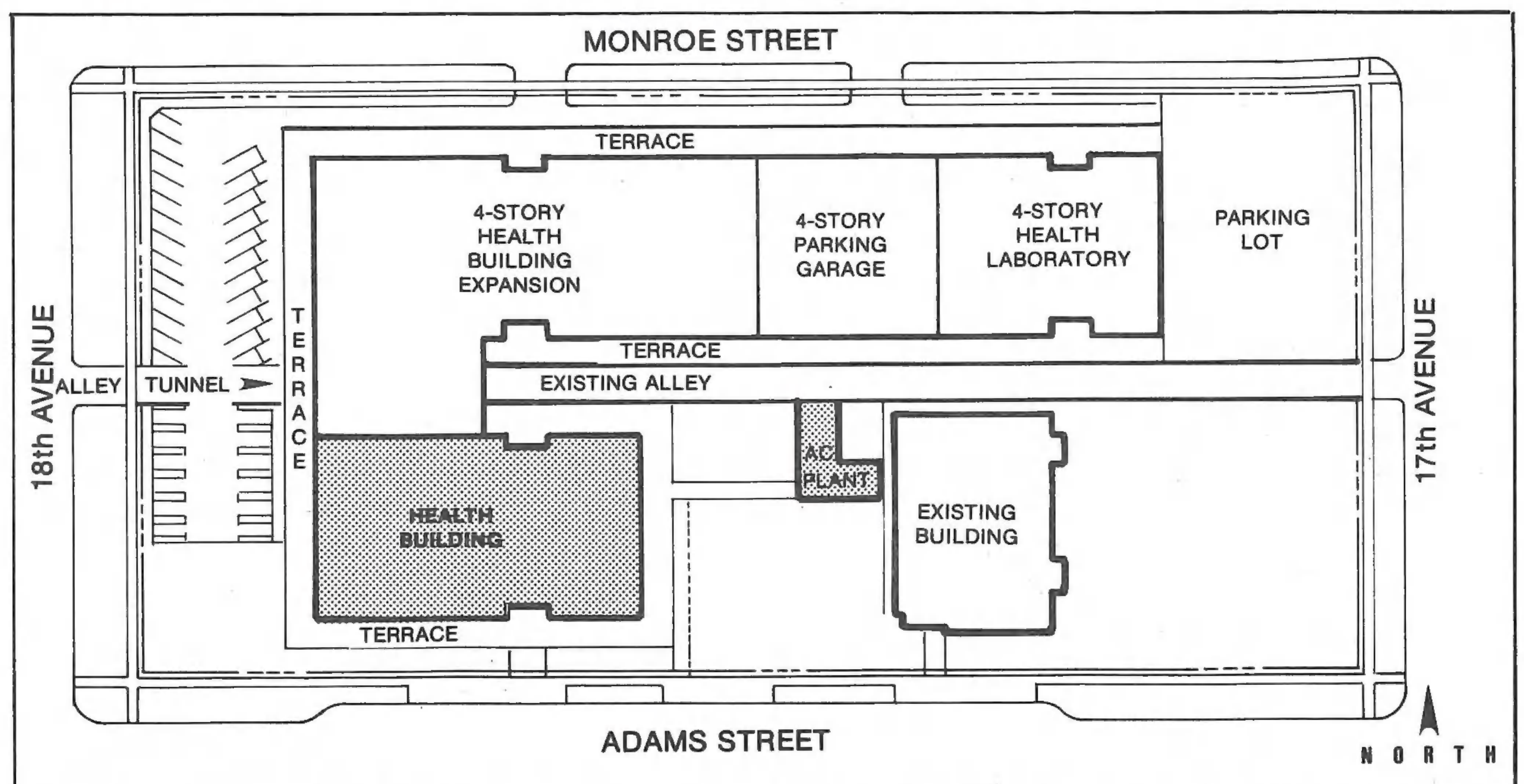
It's true, Maxwell says, that the building at 1740 is going to be expanded . . . under the present plan, eight divisions and the laboratory will be in the same complex . . . and, most importantly, it's true that ground may be broken next year!

A four-story L shaped building, covered parking and an updated office environment are in the planning stages, and Maxwell has promised to keep us informed as progress is made.

"New quarters for the department are long overdue," Maxwell said. "We have been pushing an expansion plan for some time, and we all look forward to the fruition of our efforts."

## Building expansion plans underway

The rumor that ADHS offices in Phoenix will soon be consolidated under one roof is closer to fact than fiction, according to Bob Maxwell, administrator for the department's



# News notes

The POPS awards and letters of explanation will be included in the January paychecks. Seventy-nine percent of the eligible employees received increases. Thirty-four state covered employees received special performance awards. Employees on Cycle 1 will receive their increases on January 10. Increases for employees on Cycle II will be included in the January 17 paycheck. The awards are retroactive to January 1.

A new program to monitor organic contamination in Arizona's drinking water systems was announced at a press conference by ADHS Director, Dr. Lloyd Novick and Chuck Anders, assistant director for Environmental Health. The program, designed to require water systems in targeted areas to routinely test for organic contamination, will go into effect after appropriate response from both the public and the drinking water industry. The regulatory process to enact the program could begin as soon as February.

Public health sanitarians from Disease Control monitored the temporary food concessions at the State Fair and worked 300 hours during the 17 days. Object: to prevent food-borne outbreaks. Staff conducted 214 survey inspections and 941 surveys. An inspection involves written citation of violations. A survey is visual observation of food handling practices with verbal communication to personnel when infraction is observed.

A two-part film strip entitled "If It Happens to You . . . Coping Strategies for Sexual Abuse" is now available for junior high school-aged students. The full-color strips, plus accompanying tape cassettes, were produced by Sunburst Communications with the written text created by **Cindy Yrun-Calenti** from Southern Arizona Mental Health Center and Carolyn Vanderslice of Sunburst. Yrun-Calenti served as consultant on the project (SAMHC is recognized in the booklet packaged with the film strips) and is a featured speaker on the cassettes and in the film strip photos.

"This is the only film strip on child sexual abuse available in the country for junior high students," Yrun-Calenti said. Anyone interested in seeing the film strips or in using them should contact Yrun-Calenti at SAMHC in Tucson.



The 29 deaths from tuberculosis in Arizona in 1983, compared to 1,523 in 1928, show a dramatic decline since the advent of drug therapy. **Pat Regan** and **Ellnor Johnson** are with the Tuberculosis Program at the Division of Disease Control. The program is responsible for monitoring the state funded TB services provided by the county health departments. Regan has been with the department for six years, Johnson for ten.

How many people are employed at ADHS? The most recent count shows 1,830 positions. The actual number of employees at present totals 765 at Arizona State Hospital; 212 in the Division of Administration; 179 in the Division of Environmental Health; 130 in the Division of Family Health; 95 at Southern Arizona Mental Health Center; 80 in the Office of the Director; 62 in the Division of Laboratory Services; 54 in the Division of Disease Control.

Welcome . . . **David Mowry** is the new ADHS Facilities manager in Administration's Office of Real Property and Procurement. He joins the department after 12 years with the Department of Economic Security . . . **Terry Read** has returned to the department as administrative secretary to Deputy Director Boyd Dover . . . **Juanita Copeland** has joined Human Resources as training officer. She is a former management services trainer from the Department of Revenue . . . The Division of Emergency Services/Health Care Facilities is increasing staff monitors for term care and child day care facilities. The new health care inspection specialists are **Darlene Raszler**, **Linda Wilhelm** and **Terese Briggs**. The new child day care facility licensing specialists, **Mary Coxon**, **Cheryl Murphy** and **Myrna Bowles**, will be stationed in Tucson.

The Public Health Forum for December addressed the current consensus and controversies for nutrition in the areas of health promotion and risk reduction for chronic diseases—cardiovascular disease, osteoporosis, and cancer. **Sheryl Lee** and **Ling Patty** from Family Health's Office of Nutrition gave the presentation.

The upcoming Public Forum dates are January 30, February 27 and March 27. The forums offer an excellent opportunity for all employees to keep up to date on department activities and developments in public health.

The spring schedule for Rio Salado Community College includes special classes for state employees in the capital area. Classes begin the week of January 20, 1986. For further information call 256-7722, ext. 334.



Congratulations . . . **Barbara Perrin**, Office of Human Resources, has been elected vice-president for the Valley of the Sun's Chapter of the American Society for Training and Development. . . **John Doll** and **Mike Wright**, Disease Control, are authors of an article on plague which appears in the 1985 publication of the Museum of Northern Arizona (Number 14) . . .

New Directions is published by the ADHS Office of Human Resource Development.

Editor  
Carol Murray

## Editorial Board

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## State Laboratory tours offered

The Division of State Laboratory Services is arranging tours of the facility for groups of ADHS employees, according to an announcement from Assistant Director Dr. Jon Counts.

"Many of the new staff members in the department are not familiar with our services," Dr. Counts said, "and we welcome their interest in touring the lab. We are extremely proud of the work we do and the standard we set for other clinical/environmental laboratories in the state."

The tour includes viewing of actual test procedures and some of the latest in laboratory equipment, including the new automated bactec for tuberculosis testing.

Tour arrangements can be made with Dr. Counts' office at 255-1188.

## Holiday schedule for 1986

Holiday	Date observed
New Year's Day ...	January 1, 1986
Lincoln Day ....	February 10, 1986
Washington Day	February 17, 1986
Memorial Day .....	May 26, 1986
Independence Day ...	July 4, 1986
Labor Day .....	September 1, 1986
Columbus Day ..	October 13, 1986
Veterans Day ..	November 11, 1986
Thanksgiving Day	November 27, 1986
Christmas Day	December 25, 1986

## Employee Assistance Program reports on first year

by Toni Bland

As the Employee Assistance Program (EAP) ends its first year, we are proud to have provided counseling to more than 200 ADHS employees and their families.

Marital and family problems accounted for approximately 50% of the requests for assistance. Problems ranged from couples who had been married for several years and were unable to communicate or agree without arguing; helping families locate services for elderly relatives; to counseling parents and teens because of the teenager's behavior problems.

Stress as a result of job related issues was another large area for referrals to our program. Complaints about co-workers, supervisor-employee difficulties and working environments were typical problems discussed during counseling sessions.

Financial and legal problems were the next largest categories of referral. Financial concerns ranged from helping an employee obtain a paycheck in an extreme emergency to providing assistance with creditors and helping with budget problems. The legal issues dealt with the decision to hire an attorney, how to select an attorney and where to go to obtain legal counsel.

The EAP staff also provided alcohol and drug related counseling, mental health and interpersonal counseling. Services were provided to both men and women, managers and line staff, from every division in the department.

If you have a problem or concern you would like to discuss, please don't hesitate to come in or contact us. We are here to assist you in every way possible.

## Word processing . . .

(Continued from page one)

Shawver advises supervisors to "give employees your support when they start to learn automation. Any initial slow down in time will be more than compensated for once they are trained." She suggests that a new operator be given an equivalent of 16 hours of uninterrupted time to complete the basic skills before assuming "real" work.

The trend towards office automation at ADHS, Shawver says, is most prevalent in the word processing area. The department ventured into word processing in 1981, and NBI units were installed in health planning and ambulance licensing the following year. Since that time the department has grown to two central systems at 1740 West Adams, a shared system at Disease Control Services, and a total of 39 workstations department-wide.

Among the applications ideally suited to word processing are form letters, manuals, procedures, documents that will be revised; mailing, phone and address lists; and all types of legal documents. Recent NBI projects include the ADHS Budget, the State Health Plan, the Policy and Procedures Manual and the Training Catalog.

The capabilities of the system network include Spelling Check; Records Processing; Document Assembly; Stat/Math; Forms Processing; Stored Keystrokes; and Telecommunications or "Electronic Mail." ADHS can communicate to all divisions as well as other agencies, such as State Purchasing, the Attorney General or the EPA in San Francisco.

Word processing within ADHS is not limited to the NBI systems. Shawver points out that there are several kinds of memory typewriters, and many offices have turned to the packages now available for personal computers.

"The information industry is dynamic," Shawver says. "New options and possibilities are available every week. It is an exciting time for individuals who utilize information in their jobs, and an exciting time to train and support users in these new areas."



Grace Mossman



Vanessa Hill

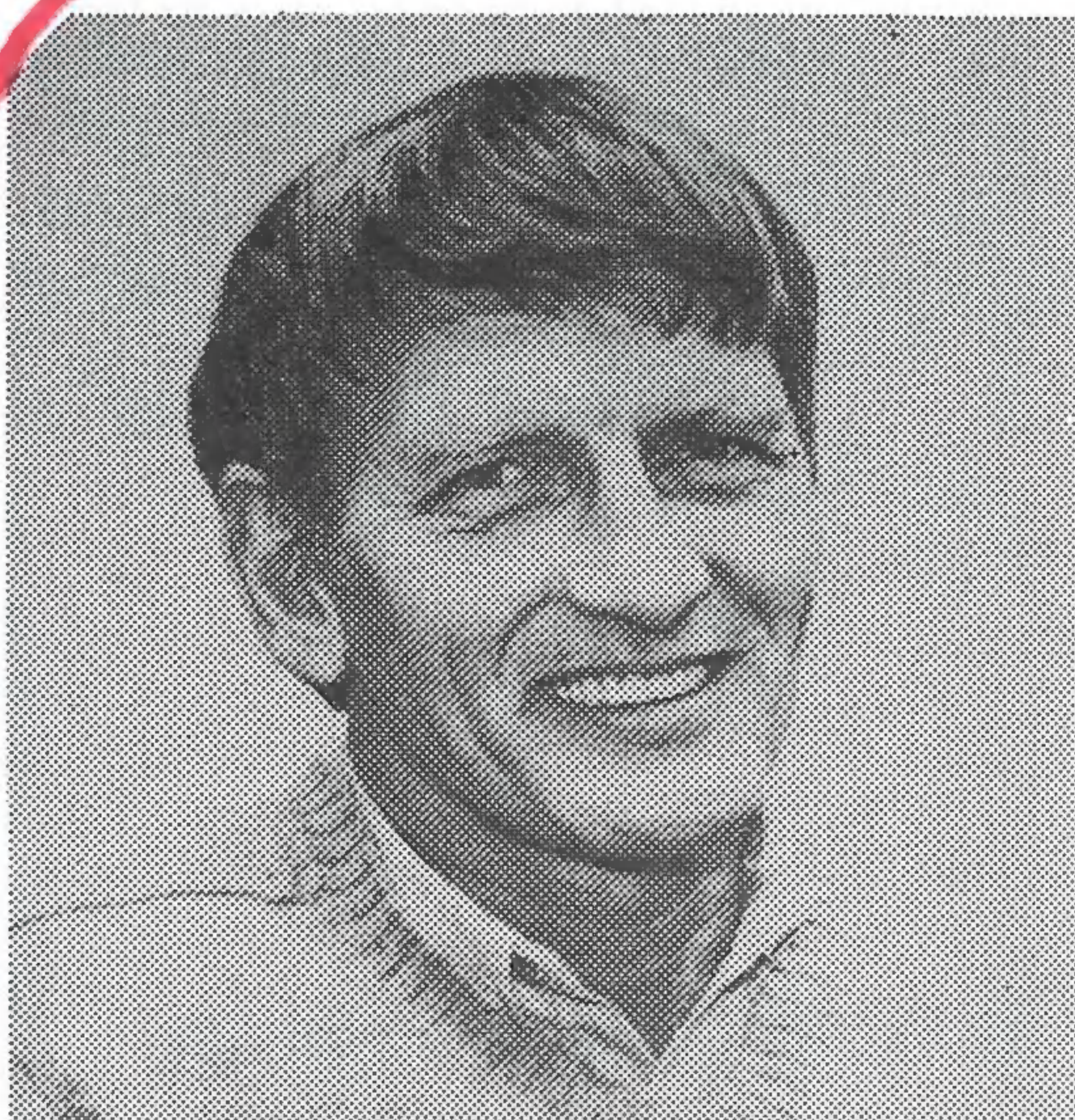
## Editorial board appointments

Two new members have been appointed to the ADHS Employee Editorial Board to represent the department's new divisions.

Grace Mossman has been appointed to represent the Division of State Laboratory Services. Mossman is manager of the Laboratory Certification and Licensure Section, which has responsibility for evaluating clinical and environmental labs and implementing the department's responsibilities under the DWI laws. She has been with the lab since 1969.

Vanessa Hill will represent the Division of Local Health Services. Hill, who joined the department in June, is public health nursing consultant for five counties. She came to ADHS from Arizona State University, where she served as teacher of community health nursing for three years.

The ADHS Employee Editorial Board determines the goals, policies and content for *New Directions*. Suggestions and contributions to board members are welcome.



## ADHS . . . on the job

"People at 1740 get the best mail service of anyone in a state agency," Newell Blair says. "We take care of our people and treat them right . . ."

He should know. Blair has been delivering mail in the health building at 1740 West Adams for more than five years. The volume of mail has more than doubled during that time and there has been no increase in mailroom staff. More than 35,000 pieces of mail are sent out from the department each month. Blair grins as he says, "We just move a little faster now . . ."

Blair is proud of the efficiency shown by mailroom staff during three moves to new locations. He talks enthusiastically about the electronic scale which weighs up to 15 pounds and is "so accurate it can weigh a paper clip." And he stresses the fact that consultation is available for unusual or problem mailings.

Mail delivery and pick-up at 1740 are at 10 a.m. and 3 p.m. For same day courier service, mail must be in the mailroom by 9 a.m. and you can save yourself time and trouble, Blair says, if addresses are complete, correct, and readable!

Blair was U.S. Postmaster in Pennsylvania for 15 years before his move to Arizona.



A new and fancy Christmas tree . . . **John Orsini** and **Doug Cauwels** in the Director's Office of Auditing.



Colorful decorations throughout the office . . . **Jane Liang**, **Cecilia Sanchez** and **Frances Saldana** at Emergency Medical Services/Health Care Facilities.

Collecting food for the less fortunate . . . **Reneé Gaudino** and **Ann Klein** from the Accounting Office prepare a food box for St. Mary's Food Bank.



Holiday needlepoint and handcrafted items at EHS . . . **Ed Swanson**, **Dean Wick**, **John Shepherdson**, **Myra Rogers** (front) from Emergency Response and Environmental Analysis.

Holiday spirit in Human Resource Development . . . **Susan Gilbert**, **Bill Jaramillo**, and **Rita Ziegelmaier**.



# Season's Greetings